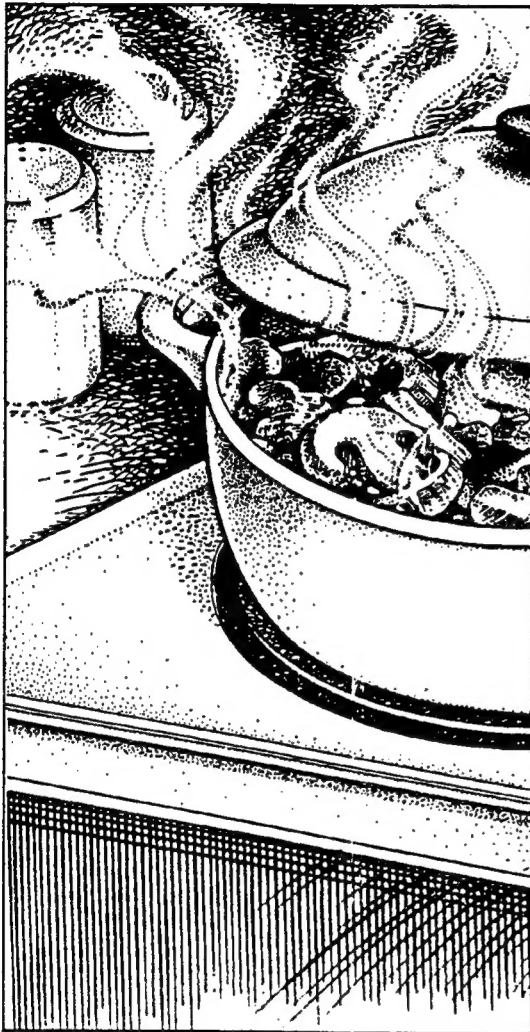


Use and Care Guide



TO THE INSTALLER: PLEASE LEAVE
THIS INSTRUCTION BOOK WITH THE
UNIT.

TO THE CONSUMER: PLEASE READ
AND KEEP THIS BOOK FOR FUTURE
REFERENCE.

KitchenAid®

FOR THE WAY IT'S MADE.™

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1-800-422-1230

Call our Consumer Assistance Center
with questions or comments—
24 hours a day, 7 days a week.

KITCHENAID®
Built-In Gas Cooktops

Models: KGCG260S KGCS100S

9/94

A Note to You

Thank you for buying a KitchenAid® appliance!

KitchenAid appliances have everything you would expect of a superior appliance, plus the distinct style and thoughtful details which contribute to the overall look of your home and your enjoyment of it. To ensure that you enjoy many years of trouble-free operation, we developed this Use and Care Guide. It contains valuable information concerning how to operate and maintain your new appliance properly and safely. Please read it carefully. Also, please complete and mail the enclosed Product Registration Card.

Please record your model's information.

Whenever you call our Consumer Assistance Center at 1-800-422-1230 or request service for your appliance, you need to know your complete model and serial number. You can find this information on the model and serial number plate (inside burner box).

Please also record the purchase information. **NOTE:** You must provide proof of purchase or installation date for in-warranty service.

Model Number _____

Serial Number _____

Purchase/
Installation Date _____

Builder/Dealer
Name _____

Address _____

Phone _____

Keep this book and the sales slip together in a safe place for future reference.

Cooktop Safety

Your safety is important to us.

This guide contains safety statements under warning symbols. Please pay special attention to these symbols and follow any instructions given. Here is a brief explanation of the use of the symbol.

WARNING

This symbol alerts you to such dangers as personal injury, burns, fire, and electrical shock.

IMPORTANT SAFETY INSTRUCTIONS

READ AND SAVE THESE INSTRUCTIONS

WARNING

To reduce the risk of fire, electrical shock, injury to persons, or damage when using the cooktop, follow basic precautions, including the following:

WARNING: If the information in this manual is not followed exactly, a fire or explosion could result causing property damage, personal injury, or death.

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

WHAT TO DO IF YOU SMELL GAS:

- Do not try to light any appliance.
- Do not touch any electrical switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

continued on next page



Cooktop Safety

General

- Install or locate the cooktop only in accordance with the provided Installation Instructions. The cooktop must be installed by a qualified installer. The cooktop must be properly connected to the proper gas supply and checked for leaks. The cooktop must also be properly connected to electrical supply and grounded.
- Gas fuels and their use in appliances can cause minor exposures to benzene, formaldehyde, carbon monoxide, and soot, primarily from incomplete combustion. Significant exposure to these substances could cause cancer or reproductive harm. Properly adjusted burners with a blue, rather than a yellow, flame will minimize incomplete combustion. Venting with a hood or an open window will further minimize exposure.
- **CAUTION:** Do not store things children might want above the cooktop. Children could be burned or injured while climbing on it.
- Do not leave children alone or unattended in area where the cooktop is in use. They should never be allowed to sit or stand on any part of the cooktop. They could be burned or injured.
- Do not operate the cooktop if it is damaged or not working properly.
- Do not use the cooktop for warming or heating the room. Persons could be burned or injured, or a fire could start.
- Use the cooktop only for its intended use as described in this manual.



- Do not touch surface burners or areas near surface burners. Areas near surface

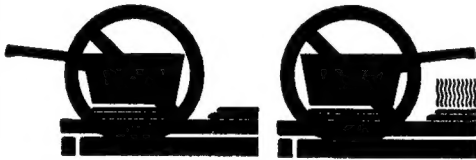
burners become hot enough to cause burns. During and after use, do not touch, or let clothing or other flammable materials contact surface burners or areas near surface burners until they have had sufficient time to cool.



- Do not wear loose or hanging garments when using the cooktop. They could ignite if they touch an open flame and you could be burned.
- Use only dry potholders. Moist or damp potholders on hot surfaces could result in burns from steam. Do not let potholder touch an open flame. Do not use a towel or bulky cloth for a potholder. It could catch on fire.
- Do not heat unopened containers. They could explode. The hot contents could cause burns and container particles could cause injury.
- Do not store flammable materials on or near the cooktop. The fumes could create an explosion and/or fire hazard.
- Do not repair or replace any part of the cooktop unless specifically recommended in this manual. All other servicing should be referred to a qualified technician.
- Any additions, changes, or conversions required in order for this appliance to satisfactorily meet the application needs must be made by a KitchenAid servicer or Qualified Agency.
- Disconnect the electrical supply and the gas supply at the shutoff valve near cooktop before servicing the cooktop.

When using the cooktop

- Make sure the utensils you use are large enough to contain food and avoid boilovers and spillovers. Heavy splattering or spillovers left on a cooktop could ignite and burn you. Pan size is especially important in deep fat frying.
- Check to be sure glass cooking utensils are safe for use on the cooktop. Only certain types of glass, glass-ceramic, ceramic, earthenware, or other glazed utensils are suitable for cooktops without breaking due to the sudden change in temperature.
- Never leave surface burners unattended at high heat settings. A boilover could result and cause smoking and greasy spillovers that could ignite.



- Turn pan handles inward, but not over other surface burners. This will help reduce the chance of burns, igniting of flammable materials, and spills due to bumping of the pan.

- Do not use decorative covers or trivets over the surface burners.
- Grease is flammable. Do not allow grease to collect around cooktop. Wipe spillovers immediately.



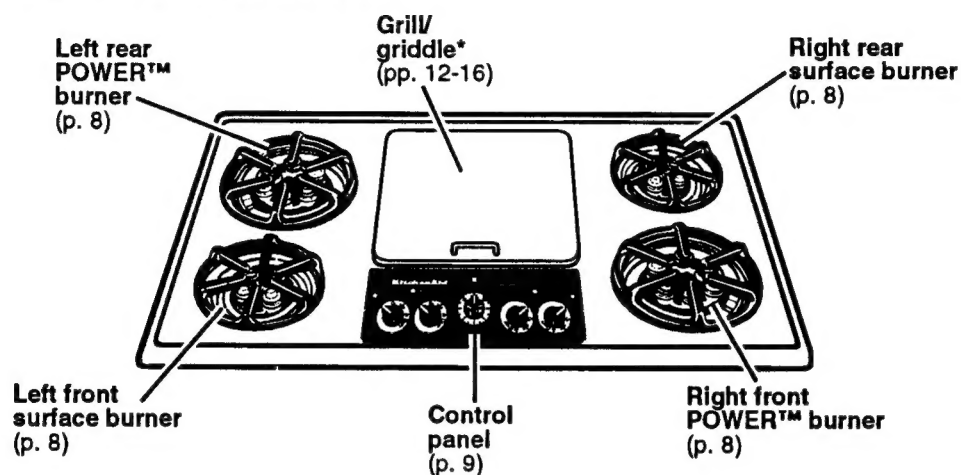
- Do not use water on grease fires. Never pick up a flaming pan. Smother flaming pan by covering with a well-fitted lid, cookie sheet, or flat tray. Flaming grease outside of pan can be extinguished with baking soda or, if available, a multipurpose dry chemical or foam-type extinguisher.
- Never use a match or other flame to look for a gas leak. Explosion and injury could result.
- Know where your main gas shutoff valve is located.

– READ AND SAVE THESE INSTRUCTIONS –

Getting to Know Your Cooktop

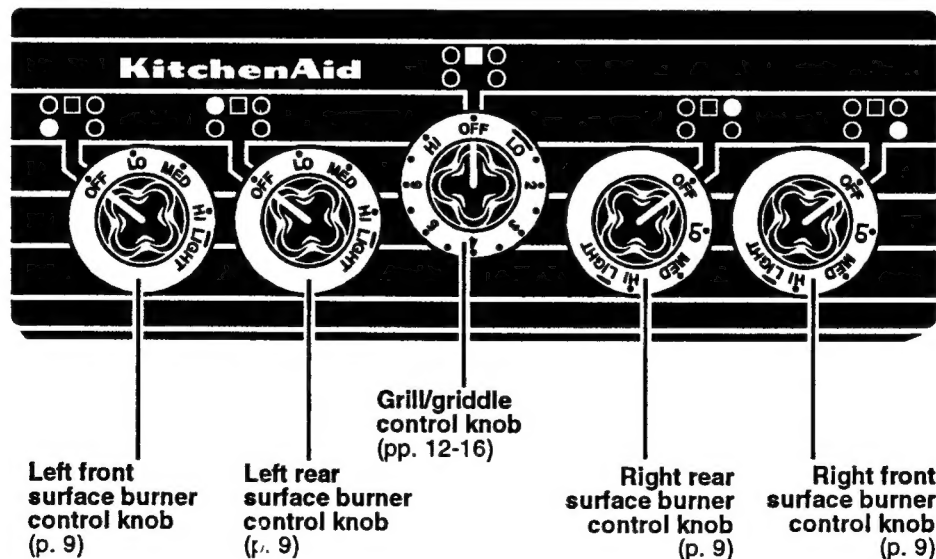
This section contains captioned illustrations of your cooktop. Use them to become familiar with the location and appearance of all parts and features.

Model KGCG260S

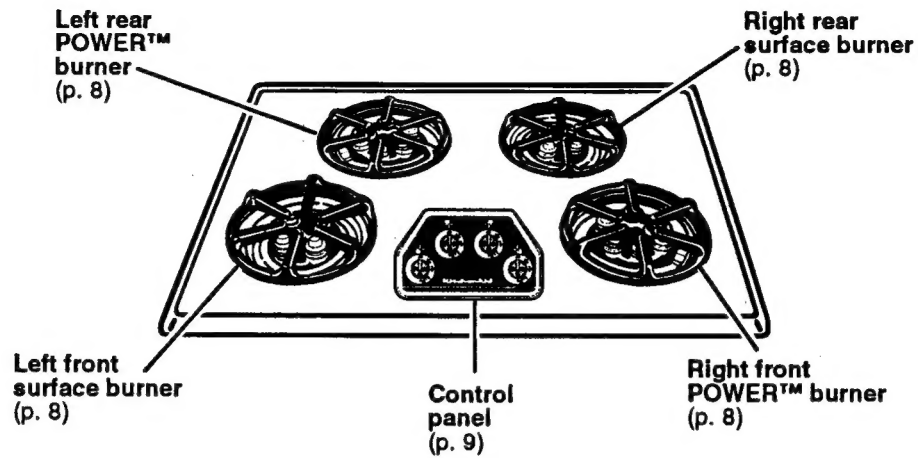


*Includes brushed chrome cover with handle, stick-resistant commercially finished grill, stick-resistant commercially finished griddle, porcelain flavor generator insert, and porcelain drip pan.

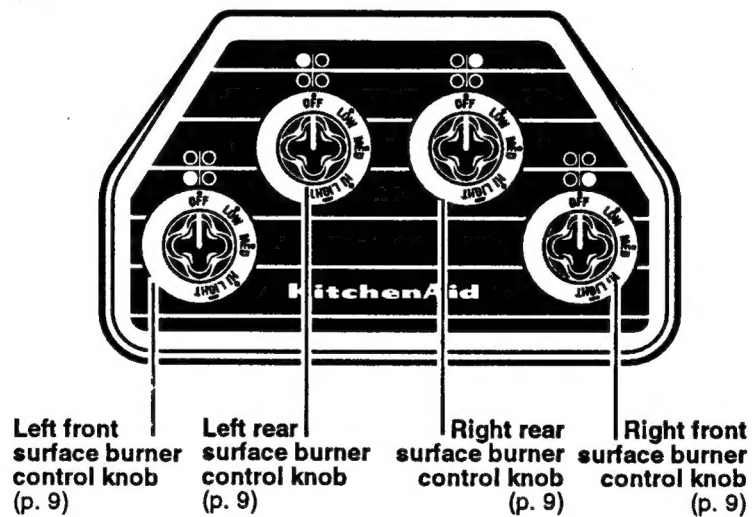
Control panel



Model KGCS100S



Control panel



Using Your Cooktop

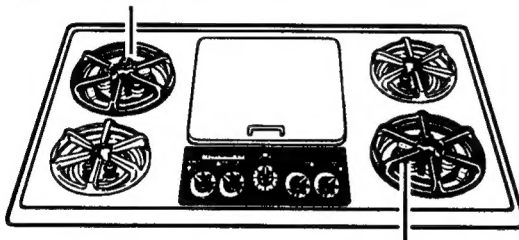
This section tells you how to operate the controls to your cooktop. It also discusses how the burners work, and includes tips on how to cook with your cooktop.

Using the surface burners

Your cooktop has four DAISY® burners made of cast-iron and porcelain. The burners spread the heat evenly across the bottom of the cooking utensil and provide infinite heat control, from a "bead" of flame to a high volume blue flame.

When to use the left rear and right front burners:

12,000 BTU natural gas/
10,000 BTU LP gas burner



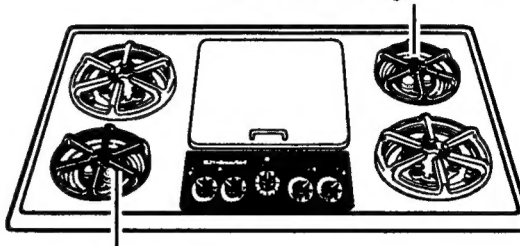
12,000 BTU natural gas/
10,000 BTU LP gas burner

(Model KGCG260S shown)

Use these burners for cooking large quantities of food, deep-fat frying, or cooking with a large cooking utensil.

When to use the left front and right rear burners:

8,000 BTU natural gas/
7,000 BTU LP gas burner



8,000 BTU natural gas/
7,000 BTU LP gas burner

(Model KGCG260S shown)

Use these burners for simmering or for cooking smaller quantities of food requiring a small cooking utensil.

How to use the surface burners:



(Model KGCG260S shown)

1. **Grasp** the control knob.
2. **Push down and turn** to the left to **LIGHT**. The electric spark ignitor will ignite the gas flowing into the burner. When you hear a clicking sound, you know that the ignitors are working. Gas is flowing as long as knob is not set at OFF.
3. **When the burner is lit, turn** the control knob to the right to the desired flame setting. (See guide under "Burner heat settings" on this page.) The control knobs do not have fixed positions between HI and LO. You can turn the knobs to any of the marked settings, or to any position in between. The ignitor will turn off and the clicking will stop when you turn the control knob from **LIGHT** to another setting.

NOTES:

- **The ignitors** may click a number of times before burner lights. This is normal.
- **All four burner ignitors** will spark regardless of which burner you are using.
- **Visually check** that burner has lit. If the burner does not ignite, listen for the clicking sound. If you do not hear the ignitor click, **TURN THE BURNER OFF**. Check that the cooktop is correctly connected to electrical power. Check for a tripped circuit breaker or blown fuse.

Check that the control knob is pressed completely down on valve shaft. **If the spark ignitor still fails to operate, call your nearest authorized KitchenAid servicer.**

Proper grounding and polarity is necessary for correct operation of the electric ignition system. If the wall receptacle does not provide correct polarity, the ignitor will become grounded and click every once in a while, even after the burner has ignited. A qualified electrician should check the wall receptacle to see if it is wired with correct polarity.

Burner heat settings

Use correct burner heat settings (see below). If the heat setting is too high, it can:

- **Char** bacon and cause curling.
- **Make** eggs tough and crisp at the edges.
- **Toughen** liver, fish, and seafood.
- **Scorch** delicate sauces and custards.
- **Cause** a boilover.

Until you get used to the settings, use the following as a guide. For best results, start cooking at the high setting; then turn the control knob down to continue cooking.

SETTING	RECOMMENDED USE
HI	<ul style="list-style-type: none"> • To start foods cooking. • To bring liquids to a boil.
MED	<ul style="list-style-type: none"> • To hold a rapid boil. • To fry chicken or pancakes. • For gravy, pudding, and icing. • To cook large amounts of vegetables.
LO	<ul style="list-style-type: none"> • To keep food warm until ready to serve.

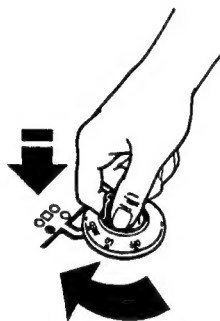
Using Your Cooktop

In case of a prolonged power failure

Surface burners can be manually lighted.



1. Hold a lit match near a burner and turn the control knob to the HI position.



(Model KGCG260S shown)

2. After the burner lights, turn the control knob to the desired setting.

WARNING

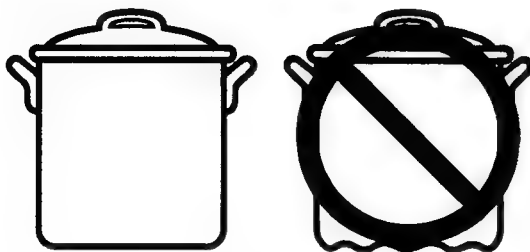
Burn, Fire, and Explosion Hazard

- Burner flame should not extend beyond the edge of the cooking utensil. The flame could burn you and could cause poor cooking results.
- Be sure all control knobs are turned to OFF when you are not cooking. Someone could be burned or a fire could start if a burner is accidentally left ON.
- If the flame should go out while cooking, or if there is a strong gas odor, turn the burners OFF. Wait five minutes for the gas odor to disappear before relighting burner. If gas odor is still present, see safety note on page 3. Failure to follow these precautions could result in explosion or fire.

NOTES:

- Do not block the slots along the sides and rear of cooktop. They provide needed air for proper burner operation.
- When using LP (propane gas), a slight pop or flash may occur at the burner ports a few seconds after the burner has been turned off. This may be due to the variations in the composition of the LP gas and usually occurs after the burner has been on a long time and has become hot. This is normal.

Cookware tips



- **NOTE:** For best results and greater fuel efficiency, use only flat-bottomed utensils in good condition.
- The **pan** should have straight sides and a tight-fitting lid.
- **Be sure pans** do not tip, whether they are full or empty.
- **Pans** should be easy to clean. Check to be sure there are no crevices, rough edges, or areas where food might collect.
- **Use utensils** only as instructed in the utensils' user instructions. This is very important for glass cookware because some can be used only in the oven. Pans marked as flameware can be used on surface burners.
- **Choose medium to heavy gauge** (thickness) pans that are fairly lightweight.
- **The pan material** (metal or glass) affects how fast heat transfers from the surface burner through the pan material and how evenly heat spreads over the pan bottom. Choose pans that provide the best cooking results.
- **Handles** should be made of sturdy, heat-resistant material and be securely attached to the pan.

CAUTION

Product Damage Hazard

Do not leave an empty utensil, or one which has boiled dry, on a hot surface burner.

The utensil could overheat and could damage the utensil or surface burner.

Home canning information

The large diameter of most water-bath or pressure canners combined with high heat settings for long periods of time can cause damage to the cooktop.

To protect your cooktop:

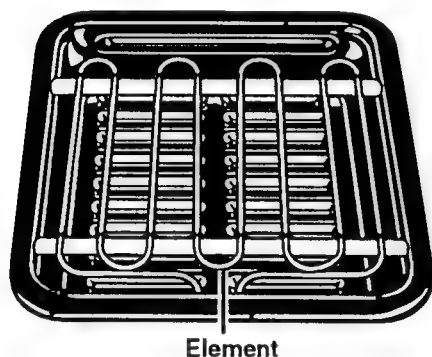
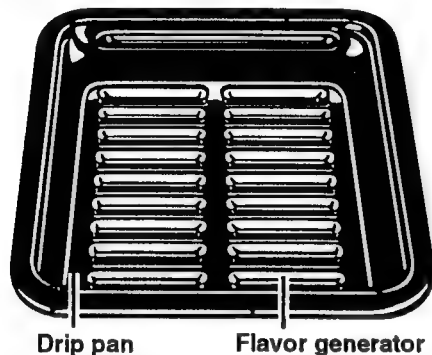


- **Use a canner/pan which can be centered over the surface burner.** Large diameter canners/pans, if not properly centered, trap heat and can cause damage to the cooktop.
- **Do not place canner** on two surface burners at the same time. Too much heat will build up and will damage the cooktop.
- **Start with hot water.** This reduces the time the control is set on high. Reduce heat setting to lowest position needed to keep water boiling.
- **Refer to your canner manual** for specific instructions.

Using the grill

(Model KGCG260S)

The grill portion of the grill/griddle area is designed for preparing steaks, chops, fish, poultry, and other commonly broiled foods.



NOTE: Be sure drip pan, flavor generator, and element are in place before grilling or griddling. If you do not include the flavor generator, a flare-up may occur.

Before you use the grill for the first time:

Wash with warm, soapy water; rinse and dry. Never use a metal scrubbing pad or abrasive cleanser on the grill; these will damage the nonstick surface. After cleaning, **lightly** wipe cooking surface with cooking oil to prevent food from sticking.

Cooking tips

- **Do not cover** the entire cooking surface with meat. Leave space between the food items to allow smoke and steam to ventilate properly.
- **Meat** with a normally high fat content will produce more smoke and flare-ups, but cook faster than lean meat. Trim fat from meat before placing on the grill to prevent excessive smoke or flare-ups.
- **If meat begins** to cook too quickly, turn the grill control knob to a lower setting.
- **Do not leave** grill unattended.

WARNING

Fire Hazard

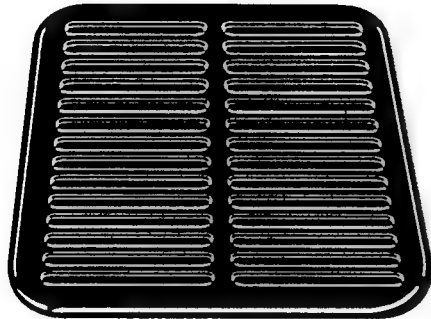
Grease could cause excessive flare-ups. To put out fire:

- Turn the grill control to OFF and cover the grill with the brushed chrome cover.
- Make sure the vent system has been switched to ON.
- Do not put water on a grease fire.

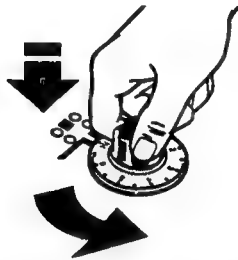
Product Damage Hazard

The use of metal utensils could scratch the nonstick coating. Only nylon or plastic utensils should be used.

To grill:



1. **Remove cover. Position grill over element. Refer to "Grill chart" on page 14 for suggested preheating and cooking times.**



2. **Turn control knob to the preheat setting recommended in the "Grill chart." Preheat for the time recommended in the "Grill chart."**
3. **At end of preheat time, place food on grill and adjust control knob to desired heat setting.**
4. **Turn off the grill when cooking is finished.**

Using Your Cooktop

Grill chart (Grilling times are approximate and may need to be adjusted to individual tastes.)

FOOD	PREHEAT SETTING/ TIME	CONTROL SETTING	GRILLING TIME (in minutes)		COMMENTS
			FIRST SIDE	SECOND SIDE	
Beef steak (½-¾") • rare • medium • well-done	HI/5 min	HI HI HI	6 8 10	4 8 10	
Beef steak (1-1½") • rare • medium • well-done	HI/5 min	HI HI HI	7 10 15	7 10 15	
Hamburgers (8 patties, ¼ lb each)	HI/5 min	HI	9	9	
Pork Chops (½")	HI/5 min	5	8	8	
Pork Ribs	HI/5 min	HI	20	30	Brush on barbecue sauce during last 10 minutes of cooking, if desired.
Ham Slice (½")	HI/5 min	5	7	7	
Fresh Sausage • links • patties	HI/5 min	6 6	15 8	8	Turn 2 or 3 times during cooking.
Hot Dogs Bratwurst Polish Sausage	HI/5 min HI/5 min HI/5 min	HI HI HI	4 5 5	3 5 5	
Lamb Chops (1")	HI/5 min	HI	12	12	
Chicken (2-3 lb fryer, cut up)	HI/5 min	5	45		Turn frequently.
Fish Fillets	5/5 min	5	5	3	Brush fish and grill with melted butter just before cooking.
Salmon/ Swordfish (1" steaks)	5/5 min	5	6	6	Brush fish and grill with melted butter just before cooking.
Buns (hot dog and hamburger)	6/5 min	4	2	N/A	Buns can be buttered before grilling, if desired.
Garlic Bread	6/5 min	5	5	3	Butter French bread. Sprinkle with garlic salt before grilling.

Using the griddle

(Model KGCG260S)

The griddle can be used for pancakes, eggs, bacon, sandwiches, and meats.

WARNING

Burn and Fire Hazard

Be sure the griddle control is off and the griddle is cool and covered when not in use.

Failure to do so could result in burns or fire.

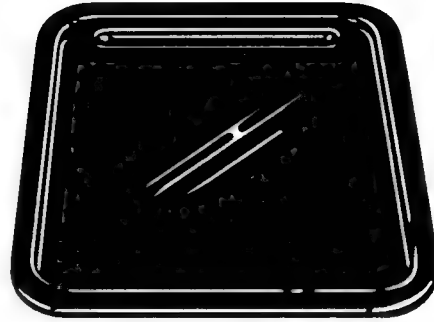
Product Damage Hazard

- When cleaning griddle, never use a metal scouring pad or abrasive cleanser on the griddle. These will damage the nonstick cooking surface.
- Do not use cookware on the griddle. Use only plastic or nylon kitchen utensils on the griddle. Metal could damage the nonstick cooking surface.
- Do not use griddle on any burner. This could damage the cooktop.

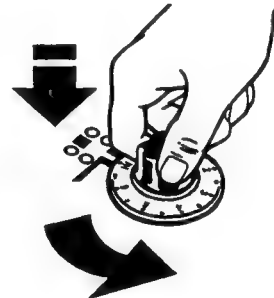
Before using the griddle for the first time:

1. **Wash** the cooking surface with warm, soapy water. **Rinse and dry.**
2. **After cleaning, lightly wipe** the cooking surface with cooking oil to prevent food from sticking. You don't have to season (grease) the griddle every time you use it. Do not use shortening or butter to season the griddle.

To griddle:



1. **Remove cover and grill. Position** griddle over element with well facing towards back of unit. **Refer** to "Griddle chart" on page 16 for suggested preheating and cooking times.



2. **Turn** control knob to the preheat setting recommended in the "Griddle chart." Preheat for the time recommended in the "Griddle chart."
3. **At end of preheat time, grease** griddle, if desired, and **place** food on griddle. **Adjust** control knob to desired heat setting.
4. **Turn off** the griddle when cooking is finished.



Using Your Cooktop

Griddle chart

FOOD	PREHEAT SETTING/ TIME	CONTROL SETTING	GRIDDLING TIME (in minutes)		COMMENTS
			FIRST SIDE	SECOND SIDE	
Sausage Patties (10 patties, 1 lb total)	N/A	5	8	8	
Bacon (7 slices)	N/A	5/6	5	6	
Hamburgers (8 patties, ¼ lb each)	HI/5 min	6	7	7	
Hot Dogs	HI/5 min	6	4	3	
Ham Slice	HI/5 min	5	5	5	
Buns (hot dog and hamburger)	6/5 min	4	2	N/A	Buns can be buttered before griddling, if desired.
Grilled Sandwiches	HI/5 min	6	5	2	Butter both sides of sandwich before griddling, if desired.
French Toast (4 slices)	HI/5 min	6	2	2	Grease griddle with oil or butter, if desired.
Pancakes	HI/5 min	4	1	1	Grease griddle with oil or butter, if desired.
Eggs • Sunnyside up • Scrambled	5/5 min 5/5 min	4 4	2-3 2-3	1 1	Grease griddle with oil or butter, if desired.

Griddling times are approximate and may need to be adjusted to individual tastes.

Caring for Your Cooktop

Your cooktop is designed for easy care. You can do most cleaning with items found around the home. Cleaning your cooktop whenever spills or soiling occurs will help to keep it looking and operating like new.

! WARNING

Burn, Electrical Shock, Fire, Explosion, and Product Damage Hazard

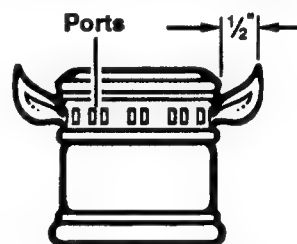
- Make sure all controls are OFF and the cooktop is cool before cleaning.
- Do not use oven cleaners, bleach, or rust removers.
- Do not obstruct the flow of combustion and ventilation air.
- If knobs are removed while cleaning, be careful not to spill liquids through holes in the control area.
- Be careful not to allow moisture to collect in control area. Moisture could cause ignitor switches to fail.
- Keep appliance area clear and free of combustible materials, gasoline, and other flammable vapors and liquids.

Failure to follow these guidelines could result in burns, electrical shock, fire, explosion, or product damage.

The surface burners

The burners should be routinely removed and cleaned. Always clean the burners after a spillover. Keeping the burners clean will prevent improper ignition and an uneven flame.

If burners must be removed for cleaning, remove ignition wire from ignitor before lifting burner. Reconnect ignition wire after burner has been put back in cooktop.



Typical surface burner flame at highest setting

Occasionally check the burner flames for proper size and shape (as shown above). A good flame is blue in color. If flames lift off ports, are yellow, or are noisy when turned off, you may need to clean the burners (see page 19), or call a qualified technician for adjustment.

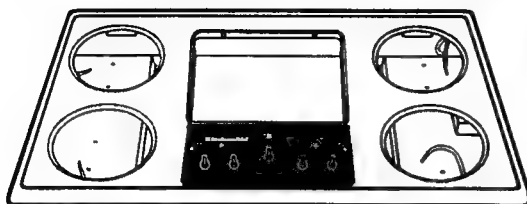
Cleaning your cooktop

PART	WHAT TO USE	HOW TO CLEAN
Control knobs	Sponge and warm, soapy water	<ul style="list-style-type: none"> • Turn knobs to OFF and pull straight away from control panel. • Wash, rinse, and dry thoroughly. Do not soak. • Do not use steel wool or abrasive cleansers. They may damage the finish of the knobs. • Replace knobs. Make sure all knobs point to OFF.
Control panel	Sponge and warm, soapy water OR Paper towel and spray glass cleaner	<ul style="list-style-type: none"> • Wash, rinse, and dry thoroughly. • Do not use steel wool or abrasive cleansers. They may damage the finish. • Do not spray cleaner directly on panel. Apply cleaner to paper towel.
Porcelain-enamel cooktop surface	Sponge and warm, soapy water	<ul style="list-style-type: none"> • Remove grates. • Wash, rinse, and dry thoroughly. • Use a nonabrasive, plastic scrubbing pad on heavily soiled areas. • Do not use steel wool, abrasives, or harsh cleansers. They may damage the finish. • If you use soap or detergent solutions, rinse thoroughly to prevent filmy residue. <p>NOTES:</p> <ul style="list-style-type: none"> • When cleaning cooktop with knobs removed, DO NOT allow water to run down inside unit. • Do not allow foods containing acids (such as vinegar, tomato, or lemon juice) to remain on surface. Acids may remove the glossy finish. Also wipe up milk or egg spills when cooktop is cool. • Replace grates.
Surface burner grates and drip rings	Warm, soapy water and a nonabrasive, plastic scrubbing pad OR A dishwasher	<ul style="list-style-type: none"> • Remove grates and drip rings. • Wash, rinse, and dry thoroughly. • Do not use abrasive or harsh cleansers. • Replace drip rings and grates. <p>NOTE: Drip rings may become stained and discolored by spillovers.</p>

Caring for Your Cooktop

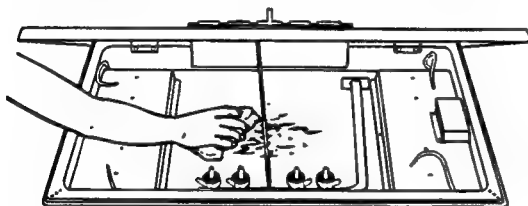
PART	WHAT TO USE	HOW TO CLEAN
Surface burners	<p>Sponge and warm, soapy water</p> <p>Warm, soapy water and a nonabrasive, plastic scrubbing pad OR Vinegar and water solution</p>	<ul style="list-style-type: none"> • Remove control knobs, surface burner grates, and drip rings. • Raise cooktop and place support rod in position to hold cooktop up. • Wipe tops of burners and dry thoroughly. <p>For cooked-on food:</p> <ul style="list-style-type: none"> • Wash with warm, soapy water and a plastic scrubbing pad or soak briefly in vinegar and water solution. • Rinse and dry well. • If ports are clogged, clean with a straight pin. Do not enlarge or distort ports. Do not use a wooden toothpick. • Do not clean burners in a dishwasher or self-cleaning oven.
Grill, griddle, black porcelain flavor generator insert, and drip pan (Model KGCG260S)	<p>Sponge and warm, soapy water</p> <p>Warm, soapy water and a nonabrasive, plastic scrubbing pad OR A dishwasher</p>	<ul style="list-style-type: none"> • Empty grease from griddle, if needed. • Wash, rinse, and dry thoroughly. • Use a nonabrasive, plastic scrubbing pad on heavily soiled areas.
Brushed chrome cooktop finish (both models) and grill/griddle cover (Model KGCG260S)	<p>Sponge and warm, soapy water OR Paper towel and spray glass cleaner</p>	<ul style="list-style-type: none"> • Wash, rinse, and dry thoroughly. • Do not use steel wool or abrasive cleansers. They may damage the finish.

Cleaning the area under the cooktop



(Model KGCG260S shown)

1. **Make sure** all control knobs are off and **remove** surface burner grates, drip rings, and grill/griddle (Model KGCG260S).
2. **Lift** front of cooktop at corners and **swing up** the support rod.
3. **Carefully lower** the cooktop onto the support rod.
4. **Remove** ignition wires from burner ignitors and **lift** burners out of cooktop.



5. **Wipe** surface under the cooktop with warm, soapy water. **Use** a nonabrasive, soap-filled plastic scrubbing pad on heavily soiled areas.
6. **After cleaning, replace** burners and **attach** ignition wires to ignitors on each burner. **Lift** cooktop slightly to disengage support rod. **Pull** cooktop forward slightly, without lowering it, until hinges lock. **Lower** cooktop until it rests on countertop.

WARNING

Personal Injury Hazard

Be sure the rod fits in the notch in the cooktop and is held securely.

The cooktop could accidentally fall and injure you.

Product Damage Hazard

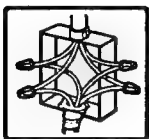
Do not drop the cooktop.

Damage could result to the porcelain and the cooktop frame.

Troubleshooting

Most cooking problems are often caused by little things you can find and fix without tools of any kind. Check the lists below and on the next page before calling for assistance or service. If you still need help, see “Requesting Assistance or Service” on page 23.

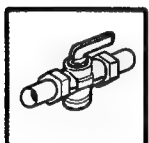
If nothing operates, check the following:



Is the cooktop wired into a live circuit with the proper voltage?
(See Installation Instructions.)



Have you blown a household fuse or tripped a circuit breaker?



Is the cooktop properly connected to gas supply, with the shutoff valve near the cooktop open? Open the valve, if needed, or contact an authorized KitchenAid servicer to reconnect cooktop to gas supply, if needed.
(See Installation Instructions.)



Have you set the control knob correctly?



Is the flow of combustion and/or ventilation air to the cooktop blocked?

Other possible problems and their causes:

PROBLEM	CAUSE
Burner fails to light	<ul style="list-style-type: none"> • The cooktop is not wired into a live circuit with the proper voltage. (See Installation Instructions.) • You have blown a household fuse or tripped a circuit breaker. In case of prolonged power failure, manually light burners (see page 10). • The burner ports are clogged. Clean with a straight pin (see page 19). • Ignitor wires are not firmly attached to ignitor on burner.
Burner flames are uneven	<ul style="list-style-type: none"> • The burner ports are clogged. Clean with a straight pin (see page 19). If this fails, call for service.
Burner flames lift off ports, are yellow, or are noisy when turned off	<ul style="list-style-type: none"> • The air/gas mixture is incorrect. Contact a service technician to check it.
Burner makes popping noise when on	<ul style="list-style-type: none"> • The burner is wet from washing. Let dry.
The grill does not work properly (Model KGCG260S)	<ul style="list-style-type: none"> • You have not left space between food items. • You have not preheated the grill for the proper amount of time. • Food was partially frozen or very cold before grilling. This will make cooking time longer.
Control knob(s) will not turn	<ul style="list-style-type: none"> • You are not pushing in before turning.
Cooking results are not what you expected	<ul style="list-style-type: none"> • The cooktop is not level. (See Installation Instructions.) • You are using a recipe that has never been tested or is not from a reliable source. • You are using a pan that is not the correct type or size. Refer to a reliable cookbook or recipe for recommended pan type and size. • The cooking utensil is too large or too small for the surface burner being used. Pan should be the same size or slightly larger than the surface burner being used. • The flame is not the correct size for the cooking utensil being used.

If none of these items was causing your problem, see "Requesting Assistance or Service" on page 23.

Requesting Assistance or Service

1. If the problem is not due to one of the items listed in "Troubleshooting" on pages 21-22*:

- Call KitchenAid Consumer Assistance Center:

1-800-422-1230

One of our trained consultants can instruct you in how to obtain satisfactory operation from your appliance or, if service is necessary, recommend a qualified service company in your area.



- If you prefer, write to:

Consumer Assistance Center
KitchenAid
2000 North M-63
Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.

2. If you need service*:

- Call your dealer or the repair service he recommends.
- All service should be handled locally by the dealer from whom you purchased the unit or an authorized KitchenAid servicer.
- If you are unable to obtain the name of a local authorized KitchenAid servicer, call our Consumer Assistance Center telephone number (see Step 1).



3. If you are not satisfied with the action taken:

- Contact the Major Appliance Consumer Action Panel (MACAP). MACAP is a group of independent consumer experts that voices consumer views at the highest levels of the major appliance industry.
- Contact MACAP only when the dealer, authorized servicer, and KitchenAid have failed to resolve your problem.

Major Appliance Consumer Action Panel
20 North Wacker Drive
Chicago, IL 60606

- MACAP will in turn inform us of your action.

*When asking for help or service:

Please provide a detailed description of the problem, your appliance's complete model and serial numbers, and the purchase date. (See page 2.) This information will help us respond properly to your request.

Don't forget, KitchenAid offers a full line of quality home appliances.

Built-in Refrigerators

Trash Compactors

Ranges & Cooktops

Freestanding Refrigerators

Hot Water Dispensers

Microwave Ovens

50-Pound Ice Makers

Food Waste Disposers

Washers & Dryers

Dishwashers

Built-in Ovens

Mixers & Blenders

For more information on these appliances, or the one you have purchased, call our toll-free Consumer Assistance Center telephone number, **1-800-422-1230**.

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KitchenAid[®]

Cooktop

Warranty

LENGTH OF WARRANTY:	KITCHENAID WILL PAY FOR:	KITCHENAID WILL NOT PAY FOR:
ONE YEAR FULL WARRANTY FROM DATE OF INSTALLATION.	Replacement parts and repair labor costs to correct defects in materials or workmanship. Service must be provided by an authorized KitchenAid servicing outlet.	A. Service calls to: <ol style="list-style-type: none"> 1. Correct the installation of the cooktop. 2. Instruct you how to use the cooktop. 3. Replace house fuses or correct house wiring. 4. Correct house plumbing.
SECOND THROUGH FIFTH YEAR LIMITED WARRANTY FROM DATE OF INSTALLATION.	Replacement parts for any electric element or gas burner to correct defects in materials or workmanship. For downdraft vent models, replacement parts for the downdraft vent motor to correct defects in materials or workmanship.	B. Repairs when cooktop is used in other than normal home use. C. Damage resulting from accident, alteration, misuse, abuse, improper installation, or installation not in accordance with local electrical or plumbing codes. D. Any labor costs during the limited warranty. E. Replacement parts or repair labor costs for units operated outside the United States. F. Pickup and delivery. This product is designed to be repaired in the home. G. Repairs to parts or systems caused by unauthorized modifications made to the appliance.

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KITCHENAID DOES NOT ASSUME ANY RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state. Outside the United States, a different warranty may apply. For details, please contact your authorized KitchenAid distributor or military exchange.

If you need service, first see the "Requesting Assistance or Service" section of this book. After checking "Requesting Assistance or Service," additional help can be found by calling our Consumer Assistance Center telephone number, **1-800-422-1230**, from anywhere in the U.S.A.

KitchenAid
Benton Harbor, Michigan, U.S.A. 49022-2692



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50% recovered materials

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